



End User Training Curriculum

The Beacon Training Team

State of North Carolina
Office of the State Controller

FINAL

Introduction

- The End User Training Curriculum is a full scope of all SAP training classes that will be delivered as a part of the Beacon Training Program.
 - Note: This does not include BSSC training on tools, processes, and soft skills
- The development of the End User Training Curriculum was done by the CIBER training team using the following process:
 - Review documents including BPPs, Security Roles, Shared Services Processes, Training Strategy Audience Assessments, and the Blueprint Document
 - Interview SMEs on the Functional Team
 - Assess course length on 6 t-codes = 4 hours of course length
 - Assess delivery method based on audience size and geographic dispersion
- Individual functional area curricula have been reviewed by functional team leads and by Anita Ward for their approval of the content.

Introduction

- The Curriculum contains the following information for each course:
 - Course Title
 - Course ID
 - Description
 - Duration
 - Delivery Method
 - Target Audience (job roles)
 - Pre-Requisites
- The document is organized into two sections:
 - Summary Curriculum by user type (Employee, Manager, Core Agency HR, SSC)
 - Each slide in this section provides all courses intended for each of the four main categories of users.
 - Detailed assignments of courses will be made based on roles assigned to each course, which is contained in the next section.
 - Detailed course information by functional area
- The curriculum is a working document and will be updated once final role mapping is completed with the Agencies.

Curriculum Summary by User Type

End User Training Curriculum

Core HR Users (Agency)

Stream 1 - General	Personnel Administration		Organizational Management	Benefits
Beacon Overview BC100 1 Hr WBT	Personnel Admin Ovrvw and Display PA200 8 Hrs ILT	Position Vacancy Posting PA350 1 Hr ILT	Org Management for Agencies OM200 6 Hrs ILT	Display Benefit Enrollments BN200 2 Hrs ILT
SAP Basic Navigation BC110 1.5 Hrs WBT	Create and Maintain Employee Data PA310 16 Hrs ILT			
Reporting Overview BC120 2 Hrs WBT	Maintain Warnings PA320 2 Hrs ILT			
	Maintain Grievances PA330 2 Hrs ILT			
	Maintain Performance Rating PA340 2 Hrs ILT			

Core HR Users (Agency)

Payroll	Time Management	Reporting
Payroll Overview PY200 2 Hrs ILT	Time Management Overview TM200 1 Hrs WBT	Benefits Reporting RP300 2 Hrs ILT
Payroll Process & Policy Changes PY210 4 Hrs ILT	Time Administration TM300 8 Hrs ILT	PA Reporting RP310 2 Hrs ILT
Payroll for Agencies PY300 12 Hrs ILT	Leave Administration TM310 8 Hrs ILT	Time Reporting RP320 2 Hrs ILT

SSC Users

Stream 1 - General	Personnel Administration		Organizational Management	Benefits
Beacon Overview BC100 1 Hr WBT	Personnel Admin Ovrvw and Display PA200 8 Hrs ILT	Position Vacancy Posting PA350 1 Hr ILT	Org Management for Shared Services OM210 8 Hrs ILT	Enrollment and Group Processing BN300 8 Hrs ILT
SAP Basic Navigation BC110 1.5 Hrs WBT	Create and Maintain Employee Data PA310 16 Hrs ILT	Special Transfers PA360 1 Hr ILT	Org Management Processing OM300 12 Hrs ILT	
Reporting Overview BC120 2 Hrs WBT	Maintain Warnings PA320 2 Hrs ILT	Short Term Disability PA370 1 Hr ILT		
	Maintain Grievances PA330 2 Hrs ILT			
	Maintain Performance Rating PA340 2 Hrs ILT			

SSC Users

Payroll		Finance	Reporting	Time Management
Payroll Overview PY200 2 Hrs ILT	Garnishments PY340 4 Hrs ILT	Master Data Workshop – SSC FI300 4 Hrs ILT	Benefits Reporting RP300 2 Hrs ILT	Time Management Overview TM200 1 Hr WBT
Payroll Process & Policy Changes PY210 4 Hrs ILT	Tax Reporting PY350 16 Hrs ILT	Period End Close Workshop FI310 4 Hrs ILT	PA Reporting RP310 2 Hrs ILT	Time Administration TM300 8 Hrs ILT
Payroll Maintainer PY310 16 Hrs ILT			Time Reporting RP320 2 Hrs ILT	Leave Administration TM310 8 Hrs ILT
Central Payroll Processing PY320 24 Hrs ILT				SSC Time Management TM320 8 Hrs ILT
Central Payroll Accounting PY330 24 Hrs ILT				

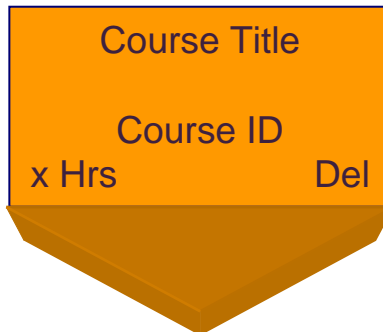
Employees and Managers

Employee Self Service	Manager Self Service
Maintain Personal Information ES200 1 Hr WBT	Manager Time Approval MS200 2 Hrs WBT
Time Entry ES210 2 Hrs WBT	Manager Self Service MS210 2 Hrs WBT
Benefits Enrollment and Maintenance ES220 1 Hr WBT	
Premium Time Entry ES230 2 Hrs WBT	

Curriculum Detail

End User Training Curriculum

Key



Description: The course description is a one paragraph description of the content of the course materials and intended audience.

Audience: List of specific Security Roles that must attend the course

Pre-Reqs: Course IDs of pre-requisite training courses

Course Title	Name of the course
Course ID	Alphanumeric code for each course with the following attributes <ul style="list-style-type: none"> – 2 letters representing the functional area – 3 digit number code representing the order and level of the course – E.g. BN200 is a Benefits course that is the second course in the process flow.
X Hrs	The duration, or amount of time to conduct a session of the course, or in Web Based Training, the estimated time to complete the course.
Del	The method of delivery for the course <ul style="list-style-type: none"> – ILT = Instructor Led Training (Classroom) – WBT = Web Based Training (Self Paced) – VC = Virtual Classroom (Live session conducted through a virtual meeting tool) – WKP = Workshop (live facilitated practice and discussion session without formal training materials)



Beacon – Stream 1

End User Training Curriculum

Stream 1 – Introduction and Overview

Beacon Overview BC100

1 Hr

WBT

Description: This course provides participants with a high level overview of the Beacon project, including the change imperative, project benefits to the State, and the overall scope of the project. In addition, Shared Services processes and scope will be covered in detail.

Audience: All Non-ESS Roles

Pre-Reqs: N/A

SAP Basic Navigation BC110

1.5 Hrs

WBT

Description: This course provides participants the basic skills necessary to navigate in SAP ERP. This includes logging on, basic screen information, accessing transactions, basic searches, describing various types of system messages and how to obtain system help.

Audience: All Non-ESS/MSS Roles

Pre-Reqs: N/A

Stream 1 – Reporting

Reporting Overview

BC120

2 Hrs

WBT

Description: This course provides an overview and basic navigation for SAP ERP and Business Information reporting.

Audience: All SAP ERP and BI Reporting Users

Pre-Reqs: BC100 and BC110



Beacon – Streams 2 and 3

End User Training Curriculum

Stream Definitions

Stream 2 Training

- Training courses in Stream 2 will provide students with an overview of the business processes and BEACON policy changes related to the topic
- Stream 2 courses are denoted in the following slides with a Course ID number in the 200's

Stream 3 Training

- Training courses in Stream 3 are hands-on training sessions that cover both detailed business process and procedures, including the following:
 - Review of business process overviews
 - Business process roles and responsibilities of students
 - Detailed procedure instructions with hands-on simulations and exercises

Personnel Administration

End User Training Curriculum

Stream 2 – Personnel Administration

Personnel Admin
Overview and Display
PA200
8 Hrs ILT

Description: This course provides SSC users and Core HR users with a general introduction to processes in SAP Personnel Administration. Included in the course are terms, definitions, concepts, and an overview of PA process changes including differences between Agency roles and Shared Services roles.

Audience: All PA Roles

Pre-Reqs: BC100, BC110

Stream 3 – Personnel Administration

Create and
Maintain Employee
Data
PA310
16 Hrs ILT

Description: This course provides the method of creating new employee data and updating existing employee data in SAP. Also included are discussions on how history is created.

Audience: HR Master Data Maintainer, HR Master Data Approver

Pre-Reqs: BC100, BC110, PA200

Note: PA courses PA320 – PA370 on the following slides may be combined into 1 – 4 courses depending on the results of the role mapping exercise

Stream 3 – Personnel Administration

Maintain
Warnings

PA320

2 Hrs ILT

Description: This course provides participants with the skills to view and update disciplinary warnings, view the employee's personal information, organizational assignment, and other information as necessary to complete a warning.

Audience: Warnings Maintainer

Pre-Reqs: BC100, BC110, PA200

Maintain
Grievances

PA330

2 Hrs ILT

Description: This course provides participants with the skills to view and update grievances and view the employee's personal information, organizational assignment, and other information as necessary to complete a grievance.

Audience: Grievances Maintainer

Pre-Reqs: BC100, BC110, PA200

Stream 3 – Personnel Administration

Maintain
Performance Rating

PA340

2 Hrs

ILT

Description: This course provides participants with the skills to update the employee's performance ratings and view organizational assignment.

Audience: Performance Rating Maintainer, Performance Rating Mass Maintenance

Pre-Reqs: BC100, BC110, PA200

Position Vacancy
Posting

PA350

1 Hr

ILT

Description: This course provides participants with the skills to enter a description of work (DOW), competencies, skills and abilities (KSAs), training and experience requirements, posting and closing dates, and other information necessary to post a vacant position.

Audience: Position Vacancy Posting Maintainer

Pre-Reqs: BC100, BC110, PA200, OM200

Stream 3 – Personnel Administration

Special Transfers

PA360

1 Hr

ILT

Description: This course provides SSC users with the skills to update transfers of employees between a non-SAP Agency and an SAP agency.

Audience: Special Transfer

Pre-Reqs: BC100, BC110, PA200

Short Term Disability

PA370

1 Hr

ILT

Description: This course provides SSC users with the skills to update Leaves of Absence with and without leave.

Audience: Short Term Disability Specialist

Pre-Reqs: BC100, BC110, PA200

Organizational Management

End User Training Curriculum

Stream 2 – Organizational Management

Description: This course provides Agency HR users with a high level overview of Organization Management, structure, associated objects and info types. SAP training is also provided to display and analyze the organizational structure.

In addition, this course provides the training required to perform day-to-day Organization Management activities for Agencies.

Organizational
Management for
Agencies

OM200

6 Hrs

ILT

Audience: OM Position & Org Unit Requestor
OM Position & Org Unit Approver
Agency Position Funding Approver
OSBM Position Funding Approver
Position Vacancy Posting Maintainer
Display Organization Management

Pre-Reqs: BC100, BC110

Stream 2 – Organizational Management

Description: This course provides SSC users with an overview of Organization Management, structure, associated objects and info types. SAP training is also provided to display and analyze the organizational structure. In addition, this course provides the workflow training required to perform day-to-day activities for the Shared Service roles, as well as what is performed at the agency level.

Organizational
Management for
Shared Services

OM210

8 Hrs

ILT

Audience: Org Chart Maintainer, Org Chart Approver, Job Maintainer, Job Approver, OM Position & Org Unit Requestor, OM Position & Org Unit Approver, OSP Position Approver, Position Vacancy Posting Maintainer, Display Organization Management

Pre-Reqs: BC100

Stream 3 – Organizational Management

Description: This course provides SSC Users with the skills necessary to define, model and maintain the organizational structure for Organizational Management. Users will create and maintain jobs, organizational units and positions in SAP.

In addition, shared services will receive the training in workflow to manage requests from the agencies, along with supporting the agencies.

Organizational
Management
Processing

OM300

12 Hrs

ILT

Audience: Org Chart Maintainer, Org Chart Approver, Job Maintainer, Job Approver, OM Position & Org Unit Requestor, OM Position & Org Unit Approver, OSP Position Approver, Position Vacancy Posting Maintainer, Display Organization Management

Pre-Reqs: OM210

Payroll

End User Training Curriculum

Stream 2 – Payroll

Payroll Overview

PY200

2 Hrs

ILT

Description: This course provides an introduction to BEACON payroll. It will provide a basic overview of BEACON payroll, terminology, definitions, and concepts. In addition, this course will explain the integration of payroll with other modules (i.e. Time Management, ESS, PA, and FI).

Audience: All Roles (Payroll)

Pre-Reqs: BC100, BC110

Process & Policy Changes PY210

4 Hrs

ILT

Description: This course provides an explanation of the new payroll processes, identification of policy changes, and a discussion of retroactive payroll. In addition, this course will provide users with a better understanding of the role of SSC with regards to Payroll Processing and support.

Audience: All Roles (Payroll)

Pre-Reqs: BC100, BC110, PY200

Stream 3 – Payroll

Description: This course will enable Agency users to display pertinent payroll information such as payroll results, calendars, and miscellaneous reports.

Payroll for Agencies

PY300

12 Hrs

ILT

Note: Upon finishing this course, users will be able to provide agency payroll support for wage types, bank details, recurring, and additional payments in addition to understanding agency managed processes.

Audience: Display Payroll (agency appointed payroll liaison)

Pre-Reqs: BC100, BC110, BC120, PY200, PY210

Stream 3 – Payroll

Payroll Maintainer

PY310

16 Hrs

ILT

Description: This course will provide participants with the skills to maintain agency related payroll data. Information to include agency specific deductions and supplements.

Note: This course will also include agency reports such as payroll results, calendars, and miscellaneous reports. In addition, this course will provide SSC personnel with training for day to day workflow.

Audience: Payroll Administration, Central Payroll Processing

Pre-Reqs: BC100, BC110, BC120, PY200, PY210

Stream 3 – Payroll

Central Payroll
Processing
PY320
24 Hrs ILT

Description: This course provides payroll processing basics to include: payroll tools, settings, bank transfers and evaluation. Users will simulate releasing, checking and correcting payroll runs and off-cycle payroll processing.

Audience: SSC – Central Payroll Processing

Pre-Reqs: BC100, BC110, BC120, PY200, PY210, PY310

Central Payroll
Accounting
PY330
24 Hrs ILT

Description: This course provides the basics of payroll accounting to include: posting, wage types, and 3rd party remittances. Users will learn payroll posting process which includes creating and editing posting runs and checking posting documents.

Audience: SSC – Central Payroll Accounting, AP Payment Processor, Accounting Transaction Poster

Pre-Reqs: BC100, BC110, BC120, PY200, PY210, PY310, PY320

Stream 3 – Payroll

Garnishments

PY340

4 Hrs

ILT

Description: The course provides the users with knowledge of the State of NC garnishment processing to include: garnishment status, statistics and answer letters. In addition this course will provide information regarding how garnishment processing integrates with the FI module.

Audience: SSC – Central Garnishment Administration

Pre-Reqs: BC100, BC110, BC120, PY200, PY210, PY320, PY330

Tax Reporting

PY350

12 Hrs

ILT

Description: This course provides users with knowledge of the State of NC tax reporting process. This course will cover the use of SAP tax reporter to meet tax requirements on the federal, state, and local levels including the creation of W-2 and 941 forms.

Audience: SSC – Central Payroll Tax

Pre-Reqs: BC100, BC110, BC120, PY200, PY210, PY320, PY330

Benefits

End User Training Curriculum

Stream 2 – Benefits

Description: This course provides Agency Core HR users with the ability to display personnel information and benefit elections.

Display Benefit
Enrollments

BN200

2 Hrs

ILT

Note: This information includes required personal data pertaining to the employee and family, basic enrollment information for insurance elections and benefits.

Audience: Display Benefits

Pre-Reqs: BC100, BC110

Stream 3 – Benefits

Enrollment and
Group Processing

BN300

8 Hrs

ILT

Description: This course provides administrators with the ability to maintain employee benefits information in SAP. This includes: managing enrollment plans for Annual Enrollment, NC Flex Plan, State Health Plan, 401K, 457 and 403B plans.

Note: Administrators will also be able to monitor/identify changes in insurability and termination of plan participation.

Audience: Benefits Administration

Pre-Reqs: BC100, BC110, BN200



Employee Self Service (ESS)

End User Training Curriculum

Stream 2 – Employee Self Service (ESS)

Maintain Personal
Information

ES200

1 Hr

WBT

Description: This course provides participants with the skills necessary to access the ESS system. Users will learn how to: view/modify their personal data for W-4 Tax Withholding, Reprint W-2s, update bank information and family member/dependent data.

Note: For Go-Live, the shared service organization will be available to help users enter/complete required changes in the system.

Audience: ESS

Pre-Reqs: None

Stream 2 – Employee Self Service (ESS)

Time Entry		
ES210		
2 Hrs		WBT

Description: This course provides Employee Self Service (ESS) users with the ability to record and review their time, view time statements, interact with charge objects (if applicable), display quota overviews, generate leave requests, and perform basic reporting of their time data. The course will cover general BEACON policy and procedure changes in the to-be environment.

Note: Users from Agencies that will interface their time data to SAP ERP or use manual time sheets do not need to attend this course.

Audience: ESS

Pre-Reqs: ES200

Stream 2 – Employee Self Service (ESS)

Benefits Enrollment
and Maintenance
ES220

1 Hr WBT

Description: This course provides employees with the skills necessary to perform various tasks regarding their individual benefits display and maintenance in SAP. This includes viewing current participation, enrolling/renewing annual benefits through open enrollment periods, and viewing compensation/salary statements and employment verification.

Audience: ESS

Pre-Reqs: ES200

Stream 2 – Employee Self Service (ESS)

Premium Time Entry

ES230

2 Hrs

WBT

Description: This course provides Employee Self Service (ESS) users with the ability to record and review their time, view time statements, interact with charge objects (if applicable), display quota overviews, generate leave requests, and perform basic reporting of their time data. The course will cover general BEACON policy and procedure changes in the to-be environment.

Note: Users that have a need to enter time with Premium Pay will take this course instead of ES210.

Audience: ESS (eligible for Premium Pay)

Pre-Reqs: ES200



Manager Self Service (MSS)

End User Training Curriculum

Stream 2 – Manager Self Service (MSS)

Description: This course provides Manager Self Service (MSS) users with the ability to review and approve time, review and approve leave requests, and perform basic reporting of time data.

Manager Time
Approval
MS200
2 Hrs WBT

Note: Managers from agencies that will interface their time data to SAP ERP, or use manual time sheets do not need to attend this course.

Audience: MSS

Pre-Reqs: ES200

Stream 2 – Manager Self Service (MSS)

Manager Self
Service
MS210

2 Hrs

WBT

Description: This course provides Manager Self Service (MSS) training to managers to access general employee information, approve employee working time, display employee work schedules and maintain substitutions.

Audience: MSS

Pre-Reqs: ES200, and ES210 or ES230

Time Management

End User Training Curriculum

Stream 3 – Time Management

Time Management
Overview
TM200
2 Hrs ILT

Description: This course provides users that will be working directly in SAP ERP with an overview of Time Management. The course will cover BEACON policy and process changes.

Note: ESS and MSS users do not need to attend this course.

Audience: Time Administrators, Leave Administrators, and SSC Time Users

Pre-Reqs: BC100 and BC110

Stream 3 – Time Management

Description: This course provides Time Administrators with the ability to describe time roles and responsibilities, record, review, correct, and approve time in SAP ERP.

Time Administration

TM300

8 Hrs

ILT

Note: Other administrative tasks in this course include: the review of work schedules, premium pay eligibility calculations, time evaluation, review of leave limits, review of holiday balances and general payroll data reporting.

Audience: Time Administrators, Leave Administrators, SSC Time Users

Pre-Reqs: BC100, BC110, TM200, ES230, MS200

Stream 3 – Time Management

Description: This course provides Leave Administrators with the ability to perform leave administration in SAP ERP.

Note: Administrative tasks in this course include: the review of work schedules, time evaluation, review of leave limits, review of holiday balances, FMLA, generating absence quotas, and general payroll data reporting.

Leave
Administration

TM310
8 Hrs ILT

Audience: Time Administrators, Leave Administrators, SSC Time Users

Pre-Reqs: BC100, BC110, TM200, ES230, MS200, TM300

Stream 3 – Time Management

SSC Time
Management

TM320

8 Hrs

ILT

Description: This course provides Tier 1 and Tier 2 Shared Service Center (SSC) users with the ability to describe SSC time roles and responsibilities, perform time administration tasks, perform leave administration tasks, basic error handling, and general time data reporting.

Audience: Time Administrators, Leave Administrators, SSC Time Users

Pre-Reqs: BC100, BC110, TM200, ES230, MS200, TM300, TM310

Finance

End User Training Curriculum

Stream 3 – Finance

Master Data
Workshop – SSC
FI300

4 Hrs ILT

Description: This workshop provides Master Data maintainers with the knowledge and skills to maintain Finance Master data in SAP ERP.

Audience: SSC Master Data Maintainers

Pre-Reqs: BC100 and BC110

Period End Close
Workshop
FI310

4 Hrs ILT

Description: This workshop provides SSC personnel the knowledge and skills to perform Period End Close transactions in SAP ERP.

Audience: SSC Period End Close

Pre-Reqs: BC100 and BC110

Note: These courses are thought to affect 3 SSC users. SSC security roles are not finalized and the actual role names may change.

Reporting

End User Training Curriculum

Stream 3 – Reporting

Benefits Reporting

RP300

2 Hrs

ILT

Description: This course provides Benefits users with the knowledge and skills necessary to execute reports in the SAP ERP and Business Information system.

Audience: Benefits Administrators

Pre-Req: BC100, BC110, BC120

PA Reporting

RP310

2 Hrs

ILT

Description: This course provides PA users with the knowledge and skills necessary to execute reports in the SAP ERP and Business Information system.

Audience: PA Administrators

Pre-Req: BC100, BC110, BC120

Stream 3 – Reporting

Time Reporting

RP320

2 Hrs

ILT

Description: This course provides Time Administration users with the knowledge and skills necessary to execute reports in the SAP ERP and Business Information system.

Audience: Time Administrators and Leave Administrators

Pre-Reqs: BC100, BC110, BC120